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1800.00.00 APPLICATION REGISTRATION

This chapter contains the application registration processes. It includes:

- Request For An Application (Section 1805);
- Request For An Independent Resource Assessment (MED 1) (Section 1810);
- Informed Choice (Section 1815);
- Initial Contact Person (Section 1820);
- Application Registration Process (Section 1825);
- Initial Evaluation and Referral (Section 1826);
- Scheduling The Interview (Section 1830);
- Denying An Application (Section 1830.15.00);
- Application Transfer (Section 1830.20.00); and
- Footnotes for Chapter 1800 (Section 1899).

1805.00.00 REQUEST FOR AN APPLICATION

The Form FI-2400, must be accessible to clients at all times during which the office is open. All reception staff, caseworkers and those answering telephone calls must inform clients that an application will be accepted for all 3 programs when the name and address is completed and the form is signed. No other requirements or limitations can be placed on the client's right to file an application for Cash Assistance, Food Stamps or Health Coverage.

Individuals may request assistance in person, by mail, or by telephone. An individual wishing to apply is to be referred to a screener for on-line registration through ICES and signing of the on-line application (APPL). If requested, the individual may be given or mailed an Application For Assistance Part I (FI 2400). When an application form is provided, assistance in completing the application is to be offered. (f1)

The individual requesting assistance should be encouraged to file an application the same day the Local Office is

contacted. The individual is to be informed that prompt filing is important as the date of entitlement for all programs is affected by the date the signed application is received in the Local Office.

An individual has the right to apply and the right to have the determination of eligibility made without discrimination because of race, color, sex, age, handicap, religion, national origin, marital status, or political belief. An application must be provided without question or delay to any individual requesting assistance without regard to apparent ineligibility. (f2)

**1805.05.00 RIGHT TO A COMBINED TANF AND FOOD STAMP
INTERVIEW**

When an individual applies for TANF and Food Stamps concurrently, there is a federal requirement that he is entitled to a single application interview for the purpose of determining eligibility under both programs. (f3) In ICES, one interview is conducted for all programs for which an application is made.

**1810.00.00 REQUEST FOR AN INDEPENDENT RESOURCE
ASSESSMENT (MED 1)**

An aged, blind, or disabled individual who becomes institutionalized on or after September 30, 1989 and whose spouse is living in the community is entitled to a resource assessment without filing a Medicaid application. The request for an independent assessment can be made by either spouse or their representative.

An Independent Resource Assessment should be requested when a spouse enters a long term care facility and anticipates that he may have to apply for Medicaid at a later date.

The assessment establishes the total value of the couple's nonexempt resources on the exact date of admission to the facility so that the "spousal share" can be calculated. The spousal share, or one-half of a couple's combined resources, is a critical element in the Medicaid eligibility determination as it represents the amount of resources, not to exceed the current limit listed in Section 3005.15.00, which can be protected for the community spouse when the institutionalized spouse applies for Medicaid. Refer to Section 2635.10.10.05 which explains the resource assessment determination and the procedures to follow.

The spousal share is determined off-line by the caseworker using the DFC Form 2061 and entered on ARRA. If a data entry error or mathematical error is discovered, the supervisor can access ARRA and correct the spousal share.

The determination cannot be appealed until a Medicaid application is filed.

An Independent Resource Assessment is never done in conjunction with an application. It is only completed when there is no application for assistance. When an application for Medicaid is made for an individual residing in long term care who has a spouse in the community, ARAD should be completed just as it is for any other applicant. The resource assessment will then be done on-line during the application entry process. If an independent resource assessment was completed prior to a Medicaid application, the spousal share will be displayed on AERRA.

1815.00.00 INFORMED CHOICE

ICES is designed around the outreach concept of "informed choice" which provides clients the option to apply for any or all programs of assistance in one interview. The first option on ICES screen ARCP allows the applicant to choose to have eligibility explored for all assistance programs within ICES for all individuals in the household. The individual has the alternate choice of applying for specific programs. The household should be informed that each program has specific eligibility requirements that do not apply to the other programs, and that loss of benefits under one program does not always mean that other program benefits will also be lost. Specifically the TANF time limits do not apply to Food Stamps or Medicaid/Hoosier Healthwise. The household should also be informed that the receipt of Food Stamps has no bearing on the TANF program's time limits. It is the obligation of the Local Office to provide the individual with sufficient objective information to allow the individual to make an informed choice. Additional programs may be selected by the client during the subsequent interview with the caseworker or at any time the client desires.

1820.00.00 INITIAL CONTACT PERSON

The individual who makes the initial request for assistance is referred to as the Initial Contact Person (ICP) for the application. The ICP completes the application registration process and signs the Application for Assistance-Part 1. The ICP may or may not be seeking assistance for himself and may or may not be the interviewee during the application interview. Refer to Section 2005.05.10 which explains who may be interviewed.

The screener must inform the ICP that information on rights and responsibilities are included as an attachment to the Application-Part 1. Rights and responsibilities will be discussed in detail during the interactive interview with the caseworker.

**1821.00.00 REFERRAL FROM DCS FOR INDIVIDUALS FORMERLY IN
FOSTER CARE**

Both DCS (Department of Child Services) case managers and DFR (Division of Family Resources) caseworkers should bear in mind that, for recipients who are wards, reaching the 18th birthday may require a change in category. In the situations explained below in this section, the Hoosier Healthwise application will be used; however this is simply for informational purposes as a standard method to collect current information about the individual, including the assignment of medical rights, if an assignment is not already in the case record. Wards already covered under a MED category, other than IV-E FC (MA 4) will continue in the current category if eligible. Refer to Section 2035.30.20 regarding the determination of the Foster Care Independence category (MA 14).

For individuals enrolled as IV-E Foster Care recipients in MA 4, a category change must be processed when the individual is no longer entitled to IV-E maintenance payments. If a DCS case manager has been responsible for the medical coverage, a referral to the DFR will be necessary. A smooth transition will require cooperation between the local DCS and DFR offices, who will establish their own procedures for the exchange of information.

The DCS case manager will:

- Assist the ward in completing a Hoosier Healthwise (purple) application one month prior to the 18th birthday;
- Detach the page of the application, entitled Important Information about Hoosier Healthwise, and give it to the ward as it contains a list of Rights and Responsibilities for Hoosier Healthwise members;
- Fill out a Foster Care Independence Referral, attach it to the application and forward (in the manner established locally) to the DFR office;
- Maintain the ward's coverage until notified by the DFR worker that the new category is ready to be authorized.

Upon receiving the referral, the DFR caseworker will:

- Review the referral form and application and request income verification from the recipient, if necessary;
- Proceed with the eligibility determination;
- When case processing is complete except for authorization of the benefit, the DFR caseworker will contact the DCS case

manager (whose contact information is shown on the referral form) and request closure of current coverage;

- Authorize the new category.

In many instances, medical support rights will have been assigned for the former foster child. However, if an Assignment of Rights to Medical Support is not found in the case record, the individual will need to sign an FI-0750 Assignment of Rights to Medical Support and Payment for Medical Care.

The DFR will encounter former wards between the ages of 18 and 21 who have not been referred by DCS. An applicant may state, at the eligibility interview, that she/he has been in foster care. The caseworker must verify whether the individual was in foster care on his or her 18th birthday with the Indiana Department of Child Services. When possible, the caseworker will verify the wardship status, type, and placement locally. However if this information cannot be obtained from the local DCS office, the supervisor may contact Central Office, specifically the Help Desk or the Policy Answer Line. When provided the name, SSN and date of birth, Central Office staff will obtain the necessary information from DCS and relay it to the DFR supervisor.

1825.00.00 APPLICATION REGISTRATION PROCESS

Application registration begins the application process for individuals requesting assistance. This process is completed by a screener who interacts with the ICP. The purpose of application registration is to:

- Gather basic demographic information on the individual(s) for application completion;

- perform individual clearance, statewide clearance, prior contact checks and address inquiries through ICES;

- identify expedited Food Stamp AGs; and

- initiate tracking of applications through ICES.

1825.05.00 COMPLETION OF THE APPLICATION

The on-line application process is initiated when the Initial Contact Person (ICP) enters the Local Office and requests assistance. Appropriate staff conduct the interactive on-line screening process with the ICP by entering into ICES basic demographic information about all individuals residing at the household address. The screener then prints the Application for Assistance-Part 1 with the information provided by the ICP. The ICP must be given an

opportunity to review the information that was recorded electronically and must be given a copy of the information. This form is then signed by the ICP. The application can be printed in either English or Spanish.

When the on-line application process is not possible, the FI 2400, Application for Assistance-Part 1, may be completed by the applicant. For example, this may be necessary when the applicant is unable to come to the office and has no one to represent him or when the computer is not functioning.

The ICP may also elect to take an application form to complete outside the office or the form may be mailed to an individual or family identified by the ICP. The ICP or other interested party will either return the completed Application-Part 1 in person or mail it to the Local Office.

An Application-Part 1 is considered valid when, at minimum, a name, address, and signature are provided. Individuals without a fixed address (homeless) may use the address of the Local Office when applying. Once the application has been signed, the recorded information supplied by the ICP is not to be changed nor is information to be added. The date of application is the date on which a signed application is received by the Local Office.

1825.05.05 Receipt Of A Mailed, Faxed Or Hand-Delivered Application

When a valid Application-Part 1 is received through the mail, is received by fax, or is hand delivered, the application will be stamped with the date of receipt. Inquiry into ICES will be performed to determine the active, inactive, pending, or unknown status of the individual. Refer to Section 1825.05.15 for information regarding individual clearance.

ACTIVE/PENDING

When mailed, faxed or hand-delivered applications are received on active or pending individuals, the screener or other designated Local Office personnel should go to AEICI with the case number as the parameter to find out who the worker is for the existing ICES case(s). The screener should ensure that the FI 2400 is annotated with the current ICES number, the current caseworker ID and the word "expedite" if appropriate. The screener can schedule an appointment for the caseworker (General Appointment - Type 25). The caseworker is then responsible for timely processing of the application.

If a household contacts an office that does not have jurisdiction of the open or pending case, the office should offer to forward the household's application to the appropriate office. See Section 1825.20 to determine which office is responsible and the location of current caseworker. If the household mails or faxes the application to the wrong office, the office should mail the application to the appropriate office on the same day, or forward it the next day by any means that ensures the application arrives at the correct office the day it is forwarded.

If client has moved to another county and applied for benefits, the new county must initiate case transfer procedures per Section 2240.10.00. If the client has not moved but simply filed an application in another county, forward the application per above instructions.

INACTIVE/UNKNOWN TO ICES:

For applications received from inactive individuals or individuals not known to ICES, the basic demographic information about all individuals residing at the household address is entered in Application Registration as it appears on the written application. An appointment must be scheduled and an appointment notice sent to the individual.

When an invalid application (missing name, address and/or signature) is received through the mail, the screener does not record its receipt on ICES. The form is returned to sender with instructions for proper completion.

1825.05.10 Joint SSI/FS Application (F)

A household where all members are receiving or applying for SSI benefits has the right to apply for Food Stamp benefits at the Social Security Office. An application is to be completed at the Social Security Office and forwarded to the Local Office for processing. The SSA office must prescreen the application for entitlement to expedited service the day the application is received at the SSA office, and enter "Expedited Processing" on the application, if appropriate. Also, the SSA office is to advise the household that expedited benefits may be provided sooner if they apply directly at the Local DFR Office. The date of application will be the date SSA date stamps the application, unless the application qualifies as expedited. The date of application for an expedited application is the date the application is received in the Local DFR Office. (f4)

Upon receipt of an application and supporting documents from SSA, the Local DFR Office is responsible for determining

eligibility based upon the information received and the following guidelines:

If an SSI AG is currently receiving Food Stamps, has applied within the 30 days preceding application at SSA, or has an application pending at the Local DFR Office, the caseworker records on the application the reason the application is not accepted, and signs and dates the application. The form and supporting documents are then filed in the existing case record.

In addition, the household is notified by letter of the reason the application from SSA is not accepted.

If the AG was eligible to apply through SSA, the AG is not required to see a caseworker or participate in an additional interview with the Local DFR Office. SSA or the AG can complete the application and the SSA interview may be conducted in person or by phone. In addition, the caseworker may not contact the AG further in order to obtain information unless:

- The application is completed improperly;
- mandatory verification is missing; and/or
- the caseworker determines that certain information on the application is questionable.

1825.05.15 Individual Clearance

Once the assistance is requested, the screener is to ask the ICP if anyone in the household has already applied for or is receiving assistance. It is imperative that the inquiry screens IQIS (name match) and IQAI (address match) be accessed to identify all individuals who have any previous history in the ICES system. IQIS inquiry must be completed prior to the clearance process for each and every individual residing at the household address using both name and SSN. The screener must resolve any clearance problems before application registration processing continues. Failure to match someone correctly may lead to multiple records and duplicate benefits.

If, through IQIS inquiry, no name or SSN match is found, proceed as follows:

Screener will start Application Registration on ICES screen ARAD. Demographic information on all household members is entered on ARIR as it appears on the application. ARIS will not display when no potential matches are found.

If, through IQIS inquiry, an exact match on any individual is found, proceed as follows:

Screeners will start Application Registration on ICES screen ARAD. Demographic information on all household members is entered on ARIR as it appears on the application. ARIS will display this as it was input by the screener. Check for any mistakes. For an exact match, the screener can place an "X" in the select column and hit ENTER. The next individual will display and the same process is repeated until all individuals have been cleared.

If, through IQIS inquiry, demographic data as known to ICES is different than is provided by the ICP, proceed as follows:

Screen print the IQIS screens on the individuals in question. The screener will start application registration on ARAD. Demographic information for each individual in the household is entered on ARIR as it appears exactly on the IQIS inquiry screen. ARIS will display this individual's demographic information as it was found in ICES. At this time, this information should be examined to ensure an exact match. If it is not an exact match, the PF17 key is used to return to ARIR. The information for that individual is changed to match what is at the bottom of the ARIS screen. Hit ENTER and clearance will rerun. If there is an exact match, the screener can place an "X" in the select column and hit ENTER. The system will allow the individual to PASS. Do not correct information until Screen AEIPI or AEIHH are reached in the AE process. When one of these screens appears, enter AEIID in the NEXT TRAN field and hit PF14. AEIID can then be changed or corrected. An individual's name spelling; DOB; sex code; ethnic code; name (i.e. for reasons such as marriage or paternity establishment); and Social Security Number (SSN) may be corrected.

When it is discovered that someone's verified SSN has been entered for another individual, the following guidelines should be observed:

Do not simply key over the name/DOB/sex/race fields to attach the SSN to the correct individual. This will tangle their data under one RID. Follow this procedure:

1. If the SSN is found for an individual in an open case: contact the appropriate worker to have him check the SSN verification in case file and, if necessary, reverify the SSN.

2. If the SSN is found for an individual in a closed case: you may temporarily enter the individual into the case being processed, adding his demographic data to screen AEIID. Clearance will run for this individual. Information must match.

To correct the SSN in either situation 1 or 2 above, blank out the incorrect SSN and press ENTER. This will free the SSN to be entered for the verified SSN owner. The correct SSN may then be added (if known) to the blank field. In situation 2, the individual may then be deleted from screen AEIID. If both workers verify the SSN to be correct, the problem must be resolved with the Social Security Administration.

If an individual appears on ICES with multiple SSNs, contact the ICES Help Desk so the situation can be corrected.

When ICP cannot provide sufficient information for the screener to make a "match" without doubt that the match is correct, the screener should start Application Registration on ICES screen ARAD but not enter the questionable individual(s) on ARIR. Proceed as instructed for all individuals for whom a match can be made.

A memo should be attached by the screener to the Application for Assistance, Part 1 alerting the caseworker that the individual(s) should be added on AEIID and pass clearance during the AE process. An entry should also be made in Running Record Comments. The ICP must be encouraged by the screener to obtain the missing demographic information by the scheduled interview.

If any individual is found through IQIS inquiry to be active in an existing ICES case, refer to Section 1825.05.05 for instructions on how to proceed.

If through IQAI inquiry the address given by the ICP matches an address known to ICES as active, refer to Section 1825.05.05 for instruction on how to proceed.

1825.10.00 PERSON WHO SIGNS THE APPLICATION

Anyone can sign the Application-Part 1. The person signing the application is required to swear or affirm that the information he provides on the application is true and correct to the best of his knowledge or belief. Once the application is signed, the recorded information supplied by the ICP is not to be changed, nor is information to be added.

1825.10.05 Alias

The individual's legal name is to be used on the application in most cases. If the individual has an alias or has used other names in the past, it is important to establish which name the individual uses most frequently when doing business. The individual's most commonly used name is the name under which the case is to be established.

All other names by which the individual is known are to be documented in ICES Running Record Comments and in the paper case file.

1825.15.00 DATE OF THE APPLICATION

The date of application is the date a signed application is received by the Local Office. (f5) In the instance where FI 2400 is mailed into the Local Office, the Local DFR Office must ensure that the actual date of receipt is stamped on the application.

If a signed application is received by a Local Office designee at an outreach or itinerate location, the date of application is the date the application is received by the designee. In the event the client elects to add program choices after the Application Registration process but prior to the interview, the date of application for the program(s) being added is the date of the original application date. During the interview or after, the application date to add a program is the date of the request. Document the date of request for the additional program(s) in CLRC and show the application date on AEFPY.

1825.20.00 COUNTY IN WHICH THE APPLICATION IS FILED

An application for assistance may be filed in any Local DFR Office regardless of where the applicant resides. Under no circumstances is an individual to be denied the right to apply for assistance. If the application is received by a Local Office other than the one responsible for processing the applicant's case, it must be transferred to the Local Office located in the applicant's county of residence by following the procedures as outlined in Section 1835.20.00. The transfer should occur the same day or the next day.

Wardship and spousal impoverishment cases require special consideration if the ward resides in a county other than the one in which the individual responsible for him resides, or if the community spouse resides in a county other than the one in which his spouse is institutionalized. For these cases, the application should be processed in the Local DFR Office which is most advantageous for the individual.

For spousal impoverishment cases, the community spouse often acts on behalf of the institutionalized spouse and provides

spouse and provides information to the local DFR office. Usually it is more convenient for the community spouse to provide information necessary to determine eligibility to the Local DFR Office where he resides. Also, the case processing by the Local DFR Office in the county where the community spouse resides may be more efficient because of access to the community spouse's employment records, shelter expenses, and other records. Ultimately, service to the individual is most important, and the choice of the Local DFR Office where the application is to be processed should be the decision of the couple. The Local DFR Office chosen by the couple may not refuse responsibility for handling the case.

1825.25.00 SCREENING FOR FS EXPEDITED SERVICE (F)

During the application registration process, each Food Stamp application must be screened for potential eligibility for Food Stamp expedited service on screen ARAS. This includes each application received through the mail or from SSA. ICES identifies those AGs which are potentially eligible for expedited service based solely on the answers to the questions on ARAS. No other prescreening questions or activities are permissible to determine entitlement to expedited processing. These AGs should be scheduled for an interactive interview on the same day they file an application, if possible, or the following day. This is to ensure that food stamp benefits are available to the AG no later than seven calendar days following the date the application was filed.

If an application requires expedited service and has not been processed within prescribed time frames, ICES generates a reminder alert to the caseworker. If the application is not authorized within seven days, an alert is sent to the supervisor notifying the supervisor that the case is overdue. Time standards can be viewed by entering RFDI in TRAN and TAPT in PARMS.

1825.25.05 Expedited Service (F)

Each household filing an application must be screened to determine eligibility for a Food Stamp expedited interview on screen ARAS. Expedited service must also be determined when adding the Food Stamp program; however, ARAS may not be open for data entry, so the FI-2400 may be used to determine if the criteria is met. If ARAS is not completed, you must document the results on CLRC. Refer to 1825.25.00. All applicant households which contain a member not certified in the month of application are entitled to expedited service when one of the following criterion is met:

Households with less than \$150 monthly gross income and liquid resources do not exceed \$100 in the month of application;

migrant or seasonal farm worker households that can be classified as "destitute" as defined in Section 1825.25.15 with liquid resources that do not exceed \$100; or

households whose combined monthly gross income and liquid resources are less than the household's monthly rent or mortgage and utilities, including entitlement to a SUA in the month of application. The appropriate SUA may be used to calculate the total shelter expenses if the AG is unsure of actual amounts. (f5a)

An AG previously certified with postponed verification(s), is entitled to expedited processing again only if:

The postponed verifications were subsequently provided after the previous expedited certification; or

The proposed verifications are currently provided; or

The AG has been certified under normal processing standards since the previous expedited certification.

1825.25.10 Expedited Joint SSI/FS Application (F)

The Local Office prescreens a Food Stamp application received from SSA on the day the application is received to determine entitlement to expedited service. If the expedited service requirements are met, the seven day expedited processing standard for an AG in which all members receive SSI begins on the date the application is received in the Local Office.

1825.25.15 Migrant Or Seasonal Farm Worker (F)

Migrant AGs are considered destitute and are eligible for expedited service when the only household income for the month of application:

is received from a terminated source prior to the date of application; and/or

is from a new source and no more than \$25 will be received by the 10th calendar day after the date of application. (f5b)

1825.30.00 TRACKING THE APPLICATION

Another part of the application registration process is the tracking of applications through ICES. Tracking begins with the date of application. If an application is not processed within 30 days, a reminder alert is generated by ICES to the caseworker. If the application is not processed within 35 days, an alert is sent to the supervisor advising the supervisor that the application is overdue.

1826.00.00 INITIAL EVALUATION AND REFERRAL

Once an applicant has made contact with the local office of the Division of Family Resources the individual's and family's needs are to be evaluated to determine the type and range of service needed. The public assistance caseworker is to accomplish this by asking the applicant to describe the circumstances which led the applicant to seek assistance. This evaluation is to be accomplished through a structured interview, prior to the initiation of an eligibility interview.

The structured interview is used to determine the extent of:

- unpaid rent or utilities;
- employment experience;
- unmet medical needs;
- child care issues;
- unpaid child support;
- child or spousal abuse;
- mental health concerns;
- unmet food or nutritional needs; and
- paternity establishment

After discussing the family's circumstances, the public assistance caseworker and the applicant are to collaborate in identifying necessary services and determining which may be provided by the Division of Family Resources and which will require referral to other service providers. If the family has financial or medical needs the local office may be the most appropriate agency to provide support, and the caseworker is to take immediate action to determine eligibility. The caseworker's knowledge of Family and Social Services Administration programs and the available community resources is essential to the process of matching the family's needs to the services best suited to addressing them. This process requires the worker to be accepting of the applicant and supportive of his or her decisions. The caseworker is not to impose personal judgments upon the applicant and always is to be aware of the applicant's circumstances.

When the family is in need of financial assistance, the applicant's past/current employment and potential for future employment are to be discussed. Individuals who are unemployed or are marginally employed are to be provided

with the names, addresses, and telephone numbers of employers who are currently hiring and encouraged to contact the employers as soon as possible. The employment information is to be viewed by both interviewer and interviewee as a helpful resource. Since many applicants will require IMPACT services to be successful, the initial services for most applicants will be TANF or Food Stamp benefits in combination with IMPACT services.

Needs evaluation and referral also are essential for aged and disabled clients regardless of the fact that assistance for those individuals is often expected to be long-term rather than temporary. The Division's goal for all applicants is to achieve the highest degree of self-sufficiency possible.

The evaluation process is intended to assist families in making the choices which will best serve their needs. To be successful, the choices must be based on complete and accurate information regarding the options available to the family.

Needs evaluation must not be used as a means of coercing applicants to terminate the application process. The applicant is to be provided the opportunity to file an application at the point of initial contact whether or not the needs evaluation can be performed at that time.

Once the type and scope of services which are needed by the family have been identified, staff will take all actions necessary to initiate the services which will be provided by the Division of Family Resources and/or refer the individual or members of the individual's family to external service providers. **Emphasis is placed on services which promote short-term dependence and self-sufficiency such as employment or child support services.**

Each local office is to establish a referral network with community providers. The referral process within this network is to be as simple as possible to facilitate the delivery of service to the people for whom referrals are initiated.

Agencies to whom referrals are routinely made include, but are not limited to:

- Township Trustees
- Indiana Federation of Older Hoosiers
- Social Security Administration
- WIC (Women, Infants and Children) nutritional program
- Violent Crimes Compensation
- Prosecutor's Office (Child Support or Domestic Violence Sections)

Legal Services
Indiana Society to Prevent Blindness
Central Indiana Council on Aging
Vocational Rehabilitation
Worker's Compensation
Workforce Development
Unemployment Compensation
Veteran's Affairs
Community Action Programs

Services are also provided by local counseling and family service organizations, food pantries, immunization clinics, family shelters, community centers, religious organizations, and service clubs such as Lions, Kiwanis and Rotary.

The initial evaluation is an interactive process by which the caseworker and the applicant determine the employability of the applicant. The exact content of the interview questions and the order in which they are asked cannot be dictated. However, the following are some key questions which could be included as applicable in the assessment interview:

What brought you to our agency today?
When and where were you last employed?

If the applicant has previously worked:

What type of work have you done?
What did you like about the jobs you have held?

If the applicant is not currently employed:

What is keeping you from working now?
What can you do to begin looking (or planning, depending on the client's situation) for a job?
What can the Division of Family Resources do to help you in this process?

If the client is currently employed:

What is keeping you from getting a job where you could make more money (work more hours or receive better pay)?

The answers to these questions should assist the caseworker and the applicant in developing a preliminary plan of action for achieving financial independence.

1835.00.00 SCHEDULING THE INTERVIEW

After the inquiry and Application Registration processes have been completed, an interactive interview must be scheduled for the applicant with the caseworker through the

Client Scheduling Subsystem of ICES on screen CSAS. If the interview is not held on the same day that the application is received, an appointment must be scheduled. The system will generate an appointment notice to the client if an appointment is scheduled at least five calendar days in advance. If an appointment is scheduled sooner, a manual notice must be prepared and given to applicant. This can be accomplished by screen printing CSAS.

All Food Stamp applications must be screened for expedited service. AGs who are potentially entitled to expedited service are given a same day or next day interview. These interviews must be scheduled as a priority, in order that an eligibility determination is completed and food stamp benefits made available within seven calendar days following the date the application was filed. Refer to Sections 1825.25.00 and 1825.25.05.

For all other AGs, the initial interview may be held on the same day that the application is received or as soon as possible. The initial interview should be scheduled to give sufficient time to determine eligibility and provide benefits within the timeliness standards.

All individuals must be informed of the conditions under which an out of office interview may be conducted. Refer to Section 1835.05.00. The interview method is to be entered on the CSAS screen.

1835.05.00 EXCEPTIONS TO IN-OFFICE INTERVIEW

In-office interviews are not required for TANF or Medicaid/Hoosier Healthwise. Telephone interviews are acceptable in all circumstances.

For Food Stamps, exceptions to an in-office interview will be allowed if the AG is unable to send an AG member to the office because it would create a hardship for the AG. Hardships include but are not limited to the following situations where the AG members:

- Are elderly or disabled;

- live in a location not served by a certification office;

- are experiencing transportation difficulties (and do not live in an area served by public transportation);

- are suffering from other hardships such as work hours that are inconsistent with agency office hours of operation, illness, care of an AG member, hardships due to residing in a rural area or prolonged severe weather.

The determination to waive an in-office interview is determined on a case by case basis based on the client's request. The Agency goal is to conduct a face-to-face interview once every 12 months but the client can waive any specific in-office interview if it creates a hardship. A face-to face interview can occur in home, office or other location.

If the in-office interview is waived, a telephone interview or home visit interview must be conducted. The reason why the face to face interview was waived must be documented by the worker in CLRC. (f6)

A waiver of the face to face interview for Food Stamps does not exempt the AG from the verification requirements, although special procedures may be used to permit the AG to provide verification and obtain its benefits in a timely manner. A waiver of the face to face interview also does not affect the length of the AG's certification period.

1835.05.10 Applicant Interview (MED)

In the study to determine initial eligibility for MA there must be an interview with the applicant (f7) or with someone acting responsibly for him. Refer to Sections 2005.00.00 and 2005.05.10. The interview may take place in the Local Office, on the telephone, or in the applicant's or interested person's place of residence.

The caseworker must be assured that it is not a hardship on the applicant to come to the office. Additionally, if the Local Office determines that a home visit is essential to an accurate determination of eligibility and the applicant refuses, the application is to be denied. (f8)

1835.10.00 INTERVIEW NOTICE

A notice regarding the first interview appointment is generated by ICES and sent to the ICP if the appointment is more than five calendar days from the date of application. If the appointment is less than five days from the date of application, a manual appointment notice must be given to the ICP or mailed to an individual who did not request assistance in person. This may be accomplished by screen printing CSAS and giving it to the ICP. The caseworker should keep a copy of the manual notice.

The appointment notice issued by ICES will be sent to the ICP. Additionally, if the ICP is not a member of the household, ICES will send a copy of the notice to the member of the household designated on ARIR.

If the individual does not keep an appointment within 30 days of the application date, ICES generates an alert to the caseworker. The caseworker must then take action to deny the application by entering a status and reason code on the ARAD screen.

1835.15.00 DENYING AN APPLICATION

If an individual does not keep an appointment within 30 days of the application date, ICES generates an alert to the caseworker. The caseworker must then take action to deny the application by entering a status and reason code on the ARAD screen on the 31st day. The application should not be closed until the 31st day for failure to keep an appointment. An entry should be made in Running Record Comments to explain the denial situation. An applicant may voluntarily withdraw the application at any time. The caseworker enters the reason for withdrawal on ARAD.

A special reason code is used for the withdrawal of an unsigned application which was entered into AR in error. Refer to the ICES User's Manual, page 5-13. ICES does not generate a notice when this code is used.

1835.20.00 APPLICATION TRANSFER

If the applicant(s) move to another county after the application is filed but before the interactive interview takes place, the pending application can be transferred to the new county. The transfer should occur on the same day the move is discovered or on the following day. However, it must first be sequenced into AE by using TRAN: AECSQ. After AEICI is entered, AEOTR is to be accessed to complete the transfer process. Alerts are generated in both counties. The signed application and any hard copy case materials are to be forwarded to the receiving county.

The date of application does not change through this procedure. A new application does not have to be completed. The application processing time standards also stay the same.

1899.00.00 FOOTNOTES FOR CHAPTER 1800Following are the footnotes for Chapter 1800:

- (f1) 7 CFR 273.2(c)
- (f2) 42 CFR 435.906
- (f3) P.L. 106-435, Hunger Prevention Act of 1988
- (f4) 7 CFR 273.2(k)
- (f5) 470 IAC 10.1-1-3
- (f5a) 7 CFR 273.2(i) (1)
- (f5b) 7 CFR 273.10(e) (3)
- (f6) 7 CFR 273.2(e) (2)

(f7)	405	IAC	2-1-2
(f8)	470	IAC	2.1-1-2